

# Our policy on charging for repairs

**This is a summary of our policy on charging for repairs. It explains when and how we charge for repairs.**

## Your responsibilities

Your responsibilities as a tenant (including your responsibilities with regard to looking after your home) are outlined in full in your tenancy agreement.

- **You are responsible for keeping your home in a good condition and doing necessary repairs.**
- **You are responsible for any alterations or home improvements you make.**
- **You are responsible for keeping your garden tidy.**

## Repairing and maintaining your home

You will have the opportunity, when appropriate, to repair any damage to your property. You may do the work yourself or employ a contractor approved by Solihull Council's Shipshape scheme. The Council can also refer you to their Handyperson scheme. Or we may carry out the work for you once we have agreed payment with you.

You must repair any damage that you or anyone living with you or visiting your home has caused, regardless of whether the damage was caused accidentally, deliberately or as a result of your neglect (for

example, if you do not report a leak that causes damage to your property).

If you fail to carry out necessary repairs we will do the work and ask you to pay for it.

## Exemptions – when you don't have to pay

You don't have to pay for repairs in the following circumstances.

- **If you are a tenant aged 60 or over who receives housing benefit**
- **If you are a tenant who receives disability benefits**
- **If the damage is due to normal wear and tear, or if the item that needs repairing is under guarantee**
- **If the damage is a result of vandalism and you have a police crime number**

## Alterations and home improvements

You must get permission from us before you make any alterations or improvements to your home. And you must get the work done by a competent tradesperson. You are responsible for maintaining any alterations and home improvements you have made.

We will correct or remove alterations or home improvements when

- you have done them without asking our permission first
- the alterations or improvements have not been carried out to a high enough standard
- the alterations or improvements have not been well maintained or are unsafe.

## Repayment plans

If you ask us to do the work but can't afford to pay the costs in a lump sum, we may be able to offer a repayment plan. This means you can spread the cost of the work over a limited period of time. We can also offer debt-management advice as part of negotiating this payment plan. Please note that we won't be able to offer a repayment plan if your tenancy has ended.

## Making repayments

Once we have raised an order for the work we will open a recharge account. This is separate from your rent account. We expect

you to start making regular payments as soon as the work starts.

You can pay for repairs

- by direct debit
- by phoning us on 0121 717 1515 (from 8am to 8pm Mondays to Fridays or from 8am to 1pm on Saturdays) and using your debit or credit card
- at any Post Office, Paypoint or Payzone outlet
- in cash, by cheque, debit or credit card at Chelmsley Wood area housing office or Connect offices.

## Insurance

It is your responsibility to insure your furniture, belongings and decorations against fire, theft, vandalism or water damage. Solihull Council makes it easy for you to insure your belongings under a special household contents insurance scheme for tenants and leaseholders. The insurance is arranged with Royal and Sun Alliance Insurance plc. For more details please contact us.

**If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.**

### Farsi

اگر این مدرک را به زبانی دیگر یا در فرمتی دیگر می‌خواهید و یا اگر احتیاج به سرویس مترجم دارید، لطفاً با ما تماس بگیرید

### French

Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

### Pushtu

که تاسو دا مالومات په بله نسخه ، یا په بله ژبه او یا تاسو د ژباړني چارو ته اړتیا لری نو هیله ده چې مونږ سره وویښئ.

### Kurdish

ئەگەر دەتەوێ ئەم بەلگەییەت بە زمانیکی که یا بە فۆرمیکی که هەبێ، یا پێویستت بە مۆتەرجم هەبێ، تکایە پەییوەندیمان پێوه بکە

### Polish

Prosimy o kontakt z nami, jeżeli pragniesz otrzymać ten dokument w innym języku lub formacie, albo potrzebujesz pomocy tłumacza.